

Kodiak Raspberry Island Remote Lodge
Employee Handbook



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Introduction:

Successful employment here at Kodiak Raspberry Island Remote Lodge may best be described as a balance between the spectacular place we live and the fact that our employees are not here on vacation, like our lodge guests. This employee handbook will hopefully help outline our expectations of our lodge team, and what you can expect in return.

The opening paragraph in our job description(s) summarizes the type of person we are looking for: “As with any position at Kodiak Raspberry Island Remote Lodge, this position represents an integral member of a tightly woven team living on a remote island far from the conveniences of normal, modern civilization, whose primary goal is to present our international visitors with a safe, comfortable, and enriching experience in Alaska’s Wild. We seek personable, responsible, and respectable men and women who welcome our direction yet are confident in approaching the task at hand autonomously. Your persona will not only be part of our visitor’s experience to Kodiak Raspberry Island Remote Lodge; you will also be an important constituent of the support system for Tiffany, Birch and the rest of our team.”

Breaking this paragraph down, we can elaborate as follows:

“...this position represents an integral member of a tightly woven team...” We are a small lodge and rely heavily on each of our team members. If a member gets sick, quits, or simply just doesn’t do their job per our expectations, that responsibility is passed along to the rest of the team, typically overburdening their existing list of duties. As a member of this team you will be a very important part of what we do, and you will be relied upon and expected to fulfill your part.

“...living on a remote island far from the conveniences of normal, modern civilization...” Yes, part of the allure of Raspberry Island is it’s remoteness and removal from modern day hustle and bustle. We are not located in or near a town, village, or community of any kind. You will likely not visit the local population center, Kodiak City, during your entire stay. We do not have a reliable telephone, and all communication is via limited satellite internet and standard post.

“...whose primary goal is to present our international visitors with a safe, comfortable, and enriching experience in Alaska’s Wild.” Each job description provides a list of credentials you will need to qualify for the position and list of duties you’ll be asked to perform. Our guests visit us from around the world, and for many, this won’t be their first trip to Alaska, or even to Raspberry Island. If we deliver our portion of this experience to our guests above their expectations, their trip will likely be an overwhelming success. Our goal, with every group, is to achieve such a level of satisfaction that they will return home telling stories of their experience and begin planning a return visit to the lodge. Thus preserves the longevity of the vocation and life we have chosen here on Raspberry Island. If we fail, the repercussions are tenfold; it seems a bad experience encourages more bad press than a good trip results in praise.

"We seek personable, responsible, and respectable men and women..." Yes, these are the people we seek to share our summer with and rely upon to help us achieve and maintain greatness as a travel destination. This is a personal business, each group that visits will likely seek to get to know a little about you. The biggest question, though they may never directly ask, is 'what kind of person could get to do this??' If you are reclusive it may be a difficult experience, and at the same time, if you crave attention please remember your job remains doing your job and helping the rest of the team first. So, we encourage you to interact with the guests, but please remember it is MORE important to complete the tasks at hand on schedule.

We seek team members who are responsible for your actions and how you represent Birch and Tiffany. Respect is earned through your actions as a person and we hope you earn a ton on Raspberry Island! Finally, we are looking for men and women, not kids. Anyone over 18 is eligible to apply, but please come with a mature mentality, some life experience, and the knowledge that your mom or dad won't be ramrodding you through every task you are asked to do. That is not a role Tiffany, Birch or the Lodge Manager will assume.

"...who welcome our direction yet are confident in approaching the task at hand autonomously." Birch and Tiffany have performed every task imaginable on this property; Birch has been here since he was five years old and participated in helping his parents build every building, road, waterline, etc. Tiffany has been working here since 2001 and has done everything from pack out elk meat to raise two kids. We purchased the lodge from Birch's parents in the spring of 2008, assuming every task, as well as the responsibilities of growth and maintenance necessary. We know how things can be done, need to be done, and how we want them to be done. Welcoming our direction can mean accepting our guidance at the time when we suggest how to make a bed, bait a hook, or multitask efficiently, even if "your way" seems to make more sense to you at the time.

Autonomy, on the other hand, means 'independence.' We hope to train you; then turn you loose on the tasks at hand and remove the need for micromanagement.

Lastly, we ask that you welcome our or the Lodge Manager's advice, guidance, and constructive criticism without feeling degraded or demoralized. We have the pressure and responsibility of *"present(ing) our international visitors with a safe, comfortable, and enriching experience in Alaska's Wild,"* and must lead our team to that goal throughout each day.

"Your persona will not only be part of our visitor's experience to Kodiak Raspberry Island Remote Lodge; you will also be an important constituent of the support system for Tiffany, Birch and the rest of our team." This sentence is redundant because of how important you, your attitude, and your responsibilities will be to the quality of our guests' and other team members experiences here.

Understand what you're getting yourself into:

We are honored to receive a quantity of employment applications every year during our hiring season, and of course a select few join us for a time on Raspberry Island. Some of our team members return to help us in following years, and some unfortunately quit before term's end. Positive experiences seem to be a result of preemptive communication; thus this lengthy Employee Handbook and Job Description. It is so important to please thoroughly read through each before applying. You will be investing significantly into this commitment if you're hired, both financially in airfare and gear, as well as sacrificing the opportunity to be elsewhere. In turn we, we will be investing in you; relying on you to fulfill your responsibilities to Kodiak Raspberry Island Remote Lodge, the other members of your team, and especially to the guests visiting us.

We do our best to outline what we expect of you, and what you can expect in return. We understand that for many of you this lifestyle and location is vastly different to what you may be used to, however, you should know before arriving what your basic job duties will be and what opportunities you'll have during your free time. Please, please read through this handbook and Job Description *before* you apply for a job! If this lifestyle still looks exciting to you, we encourage your application, and hope to meet you on Raspberry Island.

Please don't be offended if Birch and Tiffany take time off and go have fun while you work. As our business matures we have the opportunity to employ a larger team and a Lodge Manager to do much of the work the two of us used to do. We are proud of the fact that we are able to offer these opportunities and positions to additional team members, which in turn frees us up to enjoy our home and surrounding environment. If you expect us to be working along side you, this job is likely not the right fit for you.

Job Description:

Accompanying this Employee Handbook is the Job Description or Job Descriptions overviewing the position(s) we are offering for the upcoming season. Please review the Job Description thoroughly as it does a good job outlining what we expect of you and what you can expect in return. If you have *any* questions regarding the Job Description, this handbook, or any other thoughts or concerns before you commit to yourself, and to us, a summer on Raspberry Island, we encourage you ask them! Please remember, as an employee of Kodiak Raspberry Island Remote Lodge, we will expect you to work hard, take ownership of the position you have applied for, and pride in the property and experience we as a team are presenting to our guests.

The Job Description outlines general duties, as well as *"other duties as assigned, (and) may involve construction, painting, ditch-digging, sanding, engine maintenance and repair, trail brushing, and so on."* You will likely be asked to participate and/or perform projects outside of your normal routine as needed. It is also important to note that your normal routine will likely be interrupted and you may be asked to fill in or assume a

different role if needed throughout the summer. For example, if you are scheduled to guide for the day, yet we have a minimal load of visiting clientele, we may ask you to stay home and paint a cabin or mow the lawn. Or, if another staff member is sick, you may be asked to assume their tasks while they're unavailable. Please approach flexibility with a good attitude.

Next, the Job Description asks to *“Please approach this position and lifestyle with flexibility, as change, due to weather, specific guests’ requirements, equipment problems, and so on, can interrupt day to day routine.”* This is truly important as we are constantly changing plans due to weather and other circumstances as mentioned above. A kayak trip may be turned into a hiking trip if weather prevents us from safely going out on the water, groups may be delayed upon arrival and departure, and mechanical failure could require maintenance help into the night. Please be ready to help as needed and flexible as things change. It is impossible to foresee any mishaps yet to happen and ask for your understanding at the time.

The Job Description may request you ‘cover’ for another position while that team member enjoys their day off. You will still perform your daily duties, and shoulder some of theirs, as well. In this case, only the core responsibilities will be passed on, for example, if you are covering for the Outdoor Camp Hand, you will be asked to make guest lunches for the day, yet will likely not be asked to mow the lawn or paint a cabin; something that can wait till the following day when the Outdoor Camp Hand returns to work. Focusing on the core responsibilities of both positions should ensure that each task will be complete within the given timeframe.

You will need to have the requested ‘special licenses needed’ outlined in each job description **before** arriving on Raspberry Island.

Arrival and Training:

The job description indicates when the position will begin and conclude. You will be expected to provide your own transportation to Kodiak City, likely through Anchorage, Alaska. There is one commercial airline serving Kodiak: Alaska Airlines www.alaskaair.com. We can recommend exact flights that will minimize your time in Kodiak between the lodge and your departing flight if/when you are selected for the position. As the job description mentions, we will provide transportation between the lodge and Kodiak City if you are able to accommodate our preexisting schedule.

The majority of your training will be on the job. Our goal is to attract employees who will already have experience in at least some of these categories. We expect our team to have the majority of our routine down in under two weeks, and will always be immediately available for questions and direction.

Compensation:

Your compensatory package is outlined in the job description. The financial formula follows the Alaska Department of Labor's hourly wage laws. However, we are offering a weekly rate, based on a maximum amount of time worked; *if you accomplish your responsibilities before the stated "clock out" time, you will still be paid for the hours we've committed to you.* For example, if your Job Description indicates that your shift concludes at 9:00p.m., and you finish your work at 8:30 p.m., you will still be paid as though you worked up to 9:00 p.m. **You are still expected to check in with management to ensure your duties, including "other duties as assigned," are complete before you clock out early and receive full compensation.** With this policy we hope to A) give you a solid idea of how much you'll make during the season, as well as B) encourage efficiency when getting your job done without getting financially penalized for completing your tasks early.

According to state law, we will pay you the overtime wage appropriate to your compensatory package if you work more than the hours listed on your job description. However, please know that the amount of time we have listed is a conservative representation of what we feel is needed to complete your responsibilities. In the event you require more time than we allocate in the Job Description, we will do our best to work with you in training and redirection to ensure you're handling your various tasks efficiently.

Room; Staff Cabin:

Our staff cabin is a duplex located on the edge of the property. One side has one small stateroom/bedroom with a queen sized bed, and a common room with a set of built in twin-sized bunk beds. The other side has a common room with two sets of built in twin-sized bunk beds. Each side has a thermostatically controlled heater and a private bathroom with shower, toilet, and vanity. The beds come equipped with comfortable mattresses, flannel sheets, pillows, and plenty of wool blankets. We also provide bath towels, hand towels, and wash cloths. Between each side of the duplex is a staff laundry room/gear room. With a full team plus transient help the staff cabin can get *very small*. We expect each of our team members to maintain a tidy living environment, respect our belongings and property, and to respect the other people living in the staff cabin. Many high end lodges in Alaska offer their staff a wall tent and outhouse, with shared community shower.

We also offer the three bedrooms upstairs in the main lodge, one will be occupied by the Lodge Manager, and the other two are offered first to the Lodge Cook and Indoor Camp Hand. There is a small ½ bathroom upstairs, along with staff lounge (available to those living in the lodge). Downstairs in the main lodge is the main bathroom (guests may also use toilet) and shower, washer/dryer, etc.

We subscribe to Mircocom commercial satellite internet for nearly \$400/month. While we have an unlimited connection cap, our bandwidth is limited, meaning every additional user slows down the internet speed. Since the majority of our team is 'clocked on' in the mornings, we will shut off our guest network until noon each day,

ensuring we have the internet capacity to complete our daily office work. The rest of the time you are welcome to use the internet as much as you'd like, including Skype and FaceTime etc. We do recommend bringing pre-downloaded music and movies; streaming movies and/or music both slows down the internet for other users as well as may not even work if other folks are using the internet. We do request mobile device and computer usage is limited to just music during your working hours (we'll elaborate on this further below).

Our team is encouraged to dine with guests on your days off, and meals are superb, featuring fresh Alaskan Seafood, prime steaks, fresh made bread and desserts--- everything we feed our guests. Applicants with special dietary concerns are required to purchase and prepare their own food if it is different from what we typically serve our guests and staff. Staff members not enjoying their day off may be required to eat separate meals and/or at separate times from the guests.

Unless you are guiding, working in the field, you are on your own for lunch. Cook does not provide lunches for the rest of the staff; please help yourself to sandwich supplies, make your own hot lunch, or heat up left overs. It is imperative that you clean up after yourself when through with lunch; it is not the rest of the staff's job to clean up after you.

Board; Food and Drink provided:

Room and board is provided, included in your compensatory package, and as we've discussed "room" previously, here is how we present "board." Please understand that transportation and economic limitations restrict an open account at our local grocery store. Everything that comes to Raspberry Island is by plane or boat. The smallest plane available costs us \$560/hour.

We provide the following. If it is not on the list you are expected to buy whatever items you prefer.

- Three meals a day. While our team are encouraged to dine with us and our guests, team members may be required to eat separate meals and/or at separate times from the guests, depending on schedule and seat availability at our dining tables. Lunches are your responsibility to prepare for yourself and may include left overs, a hot lunch from scratch, or a sandwich. Please clean up after yourself. If you are guiding, your field lunch/sandwich will be prepared for you by the team member in charge of guests' field lunches.
- Snacks. We typically have an ample supply of fruit and trail mix on hand, as well as left overs in the fridge.
- Milk, juice, and clean, cold water. We typically serve juice with breakfast and have milk and of course water available throughout the day.
- Soda-pop. We provide one case of canned soda per staff member according to your choice per month. We do not provide energy drinks or bottled juices, etc.
- Beer and/or wine. We invite you to enjoy up to two beers or glasses of wine in the evening if you are legally able to consume alcohol and it doesn't affect your character

or ability to participate as an effective member of the team. You may purchase your own alcohol if you need more than two beers/glasses of wine per evening.

As we use up groceries it is imperative that the kitchen team is notified as our supply gets low. For example, if you eat three apples one day, and notice two left, please let them know so we can put apples on the next grocery order. Each order is e mailed to a store in Kodiak, where it is shopped and boxed by their staff. The order will then come out to the island by plane or boat, typically a few days or more after the order is placed. Next, if you see only five apples left, and know the next grocery order won't arrive for a few days, please don't eat three in one day; really, our focus is on our guests. We invite you to ask the kitchen team to order more apples than last time in their next order, so there is enough for everyone.

We provide our guests with, but not our staff:

- Hors D'oeuvres. Every night our kitchen team prepares a delicious hors d'oeuvre that fills the room with tantalizing odors. There simply isn't enough for everyone, I'm sorry, we ask that our staff please leave the hors d'oeuvres for the guests, at least until the guests are seated for dinner.
- Special Diet. Applicants with special dietary concerns are required to purchase and prepare their own food if it is different from what we typically serve.

Please respect the above. We make multiple grocery orders each week and if you need anything feel free to add it to the list, and we can either accept cash for your order or deduct your purchases from your monthly pay. Please understand that all of our groceries and other supplies are flown or boated out to the lodge. Weight and space is an issue; for example it is difficult and expensive for us to transport soda pop. If you're addicted to Pepsi and need a six pack a day it won't happen on Raspberry Island (unless you hire your own plane to fly it out to you). Sure, the boat can hold more, but it typically has six guests on board, plus luggage, plus standard supplies, plus fuel (we pack over three thousand pounds of fuel alone).

During your days off we invite you to dine with the guests. During your days 'on,' however, limitations may dictate that you eat different meals, at different times, and different locations than the guests. For example, on King Crab night, you may be served something other than King Crab. Or, if we have 15 guests here, you may be asked to eat before or after the guests eat, or in the kitchen to ensure there is enough room at the dinner tables for our paying guests. You may also request an alternate meal, if you're getting sick of, say halibut; believe us, a hot, cheesy, meat lover's pizza with a stuffed crust REALLY starts to look good by mid July!

End of Term Bonus:

We offer an end of term bonus, outlined in the Job Description, as part of your compensatory package.

- You will earn the bonus if you work with us through the pre determined close of employment.
- You will not earn the bonus if you quit or are fired before the end of the term. It is our hope that preemptive communications, starting with the Job Description and this Employee Handbook, through a positive working relationship with you throughout the season, will result in a fruitful and enriching experience on Raspberry Island, and an invitation to work with us again in the future.
- Tardiness/showing up late and/or unprepared for work on time is a very sensitive topic for Tiffany and Birch. If you show up late and/or unprepared for work deductions will be drawn from your end of season bonus as outlined in your job description.
- If the staff cabin isn't detailed before your departure, ready for the next term team, a portion of your end of season bonus will be subtracted from your end of season bonus, as defined in your job description.
- If our belongings are damaged while you use them during your non-working hours, for example kayaks lost on your day off, interior of our crew cabin damaged, etc., the replacement value of those items will be drawn from your end of season bonus. You may be expected to make up the difference from your pay check if the item value exceeds your bonus, per owner discretion.

Cleaning the Staff Cabin/Lodge Staff Rooms at Term's End:

Part of your end of term bonus may be withheld if your room/living space isn't cleaned at the end of your term. We ask the departing team to please follow these guidelines prior to your departure to ensure you receive your entire bonus. As a team, please:

- Wash your sheets/blankets/towels/bathroom rug. If time allows, please re-make your bed.
- Vacuum the floor, furniture, and windowsills.
- Remove every article of clothing, toiletry, and collected items (rocks, sticks, feathers, shells, etc) you might have accumulated during the term. Unfortunately leftover shampoos etc will freeze over the winter and make a mess. If you feel the item may have value to future team members and want to leave it with us, please check with Tiffany (or if you are a member of the first term team, ask the arriving second term team) to see if we want/need it.
- Spotlessly clean the bathroom, including the floor, toilet, shower, shower drain cover, vanity/sink, and mirror.
- Empty the garbage.
- Dust
- Wash the inside of the windows.
- Sweep steps and porch.
- Yard around the Staff Cabin (garbage, collected shells, sticks, etc).
- Anything else that is out of place and a deterrent to the next arriving team.

Tips and Gratuities:

Our published tipping policy states:

“Tipping/Gratuities: Many of our guests ask us about ‘tipping.’ First, you should know we feel our packages are priced fairly and we never expect a tip or gratuity--we appreciate your confidence in us and thank YOU for enjoying your vacation here on Raspberry Island with us. The best compliment you can give us is to visit us again in the future or tell your friends about us if they are considering a vacation to Alaska.

That being said, if you would still like to extend an extra gift to us and/or our crew, gratuities are always appreciated. You are welcome to either tip the lodge, which will be divided equally among the staff, including Tiffany and I, or you may tip staff individually. Average gratuities seem to be between three and ten percent of the total package. Please note that we are not budgeted to tip our sub contractors, like boat captains other than Birch, or your pilot for flight out to Raspberry or a fly out sightsee or bear view, so please feel free to tip them directly if you so choose.”

Many of our guests DO choose to tip, and is an important part of our lodge team’s income. However, it is important for our guests to know that we never expect a gratuity, and should they choose to do so, any gift is above and beyond what we expect of them.

Your Time Off:

The number of days off you’ll have per week is outlined in our job description, and the day(s) off you have are variable and relate to our guest calendar, and will not always be the same day(s) every week. It is important for us to point out that your time off doesn’t mean you are now a candidate for the fully guided activities you see on our website that our guests are participating in. If that is the experience you are looking for, it will be better for you to come as a paying guest versus a paid employee. Here are some of the things you can do with your time off:

There are nearly unlimited kayaking and hiking opportunities right here from the lodge. Walks up the mountain behind the lodge, or along the coast, provide opportunities to spot a variety of flora and fauna throughout the summer and as the season changes. Our trusty dog Dakota is always up for a good hike, whether it’s with you, or along the coast as you paddle a kayak. You are also invited to join guided kayak or hiking trips with the guests if the guide in charge of the trip invites you along.

There are a number of fishing opportunities nearby. You may fish from the beach in front of the lodge, fish from a kayak, or paddle to a nearby river. Please understand that we are not located on the edge of a river packed full of hungry trophy Rainbow Trout or voraciously feeding Silver Salmon. We are, however, about 7 miles away from a river that holds some small Rainbows and Dolley Varden, as well as Sockeye, Pink, and Coho Salmon at various times of the year. Next, there are two other rivers, one about 3 miles away and the other about 5 miles away, that each host Pink and Coho Returns. Each are accessible by kayak. The fishing from the beaches directly in front of the lodge is not very productive, and weather plays an important roll in where you can

kayak to. If you are hoping to hit the river for a few hours after work in the evening Kodiak Raspberry Island Remote Lodge isn't the place to do this. Please bring your own gear, including rods, reels, and terminal tackle. We recommend 6-8wt fly rods, light spinning gear, and a heavier spinning rod or bait casting rod, at minimum, if you'd like to try for halibut from the kayak. We reserve the few slots on our fishing boats for our paying guests; they are not available for the staff. Also, it is usually impossible to get dropped off somewhere by one of the fishing boats, as the time taken to do so will compromise the fishing day.

Time off is a great time to catch up on your rest, or connect with family or friends through e mail, Face Book, Twitter, letter writing, etc. Perhaps you paint, write, scrapbook, enjoy reading, or just relaxing in the middle of some of Alaska's most pristine wilderness. We also have a large video collection; there is a TV and DVD player in your cabin. Due to our limited internet, we encourage you to please bring your own videos and music, already downloaded onto your iPod, phone, or whatever you use, vs planning on streaming them like you can do in the 'real world.'

You will be able to reserve a fly out bear view at cost (\$550) if there is a seat available.

Use of our gear is a privilege not a right; please take care of it and return it clean and ready for our guests' use. You will be responsible for anything broken or lost while you are using it during your time off. For example, if you kayak out to a beach, pull the kayak up and go for a hike, and return to find the tide has risen and taken away our kayak, you will be responsible for replacing it (and the paddle, life jacket, skirt, VHF radio, etc). You are expected to bring your own rain gear, hiking shoes, etc.

Please do not ask to arrive at Kodiak Raspberry Island Remote Lodge before your term of employment starts or to depart at a date beyond your final day working with us.

Living/Working with other Team Members:

This is a complex living and working environment, with individuals joining us from across the country each season to experience the rich diversity of working in Remote Alaska, the unbounded beauty of the land that surrounds our small footprint here, and the opportunity for income while doing so. You will be fully immersed in this job and lifestyle with people you have likely never met. Relationships will be built as we move through the season, and can range from incredibly positive to, unfortunately, unviable. We are all different and Tiffany and I certainly encourage a harmonious team. It is our expectation, irregardless of how individuals end up melding and cohabitating over the course of our short season, that each member of the team is respectful of each other's role in the team.

We ALL work very hard, some work longer hours than others, some are positioned in front of our guests, some of us work more 'behind the scenes.' Irregardless of your responsibilities, we have created your job description as an incredibly important part of what we must do here on Raspberry Island; no other member of the team will be

contributing to what we ask of you at that time. Ultimately, please be kind, responsible, and respectful of your other team members, knowing they also have a role as specific and as vitally important as yours in the team that represents what we do for our guests and each other.

IF you have issues with another team member, we encourage an open dialogue with the Lodge Manager, Tiffany, and/or Birch, and hopefully the issue can be resolved. Ultimately, if there IS a potential personality conflict with another team member, we encourage you to focus on the positive, enjoy your time here, have fun! and maintain your professionalism in your career and as a person.

Our Expectations/Working with Birch and Tiffany:

Our job is to serve our customers, “...*present(ing) our international visitors with a safe, comfortable, and enriching experience in Alaska’s Wild.*” You are here to help us do it. Our team is picked from a number of applicants and our trust and investment in you is significant. Preparing this handbook, job description, investing in advertising to present you with the chance to read them and apply for this position is just the beginning of what we have done and are doing to provide you with this opportunity. This lodge and business are a year round occupation for Tiffany and Birch; a family business started in 1983 by Birch’s parents. *Everything* on this property has been built by the Robbins family, whether it be by Birch’s parents or by Birch and Tiffany, and is precious to us. All of our equipment has been accumulated over the years and paid for with our own money. We expect respect and demand that our property will be treated responsibly and our belongings cared for. Our guests are the life blood of our business and the income we receive from them allows us to pay our bills, our employees, and continue this life style. We expect they will be treated respectfully, both directly and indirectly. Indirectly means the tasks assigned to our team while Tiffany and Birch “*present our international visitors with a safe, comfortable, and enriching experience in Alaska’s Wild,*” will be fully completed, both efficiently and on time.

Please don’t be offended or feel constructive criticism is negative during your employment. Also, please don’t expect redundant compliments or pats on the back from us. Our guests expect greatness from us, we expect greatness from you. You *will* be reminded, for example, *every meal* to put salt and pepper on the table if you forget. Simple tasks like this should be easy to remember, and we don’t feel it’s necessary to compliment our lodge team for performing simple, repetitive tasks. If you are doing all the jobs we expect you to do in the time allocated, this is par. Just as we shouldn’t feel the need to be complimented when we write you a check every month for your services to us.

Look to compliments from our guests, the value of a compliment from an experienced traveler should carry more weight than a compliment from us. However, look to us to direct you to the greatness we expect and **MUST** present to our clientele. In other words, if our guests indicate you’re doing a great job, but you forget to put the salt and pepper on the table, that reflects poorly on us as a whole, and we recognize that while

the guest may 'overlook' it. Accept the compliment from the guest, but don't assume that the importance of salt and pepper on the table is lessened.

Both of us are very detail oriented; we expect every part of our property to be organized and tidy. All of our ducks-in-a-row, so to speak. If a job is ready to be done, even if it doesn't *need* to be done right away, we like to have it done. Many of these jobs will fall on our lodge team's shoulders. For example, we like to have our guest cabins detailed when the previous occupants depart, even if that cabin won't be occupied for a week. Rather than putting off that task until the last minute, we like to see it done right away. Apart from being organized and ready in advance, it is always beneficial to have a clean, tidy cabin in case a visiting guest decides to peek into that cabin to see what the inside of THAT cabin looks like. Kind of like going to a restaurant and using a dirty bathroom; you wonder what the kitchen where your food is being prepared looks like. Next, many of our jobs are repetitious and may seem unnecessary; for example, wiping off the dining room tables after use before resetting them. They may *look* clean, but it's unprofessional and unsanitary for our guests to sit down at the table that still harbors crumbs, or other debris from the previous meal, that went unnoticed by that member of our team responsible for cleaning and sanitizing the tables. We expect our team to follow these sometime mundane procedures that will help ensure the level of professionalism we expect. *"...safe, comfortable, and enriching experience..."*

We will provide lists and direction for you, however, you shouldn't need them after a few weeks. *"...men and women who welcome our direction yet are confident in approaching the task at hand autonomously."* If you know, for example, you have cabins to clean and the lawn to mow, and it's raining outside, it would make sense to clean the cabins, since wet grass will clog the lawnmower. Or, if vacuum seal bags need to be labeled, and a cabin needs to be painted, and it's sunny out, we expect you to paint the cabin, even though labeling bags may be 'easier.' Next, we expect you to manage your time wisely. For example, if you are 'clocked in,' yet have a few minutes between the 'big items' on your daily list, please get something else done.

Here is a further list of 'pressure points' that negatively affect Birch and Tiffany.

- Facebook, Twitter, etc during working hours. Please do not use your electronic devices for anything other than music during working hours. We do not pay our team to do anything other than help us run our lodge. Perhaps it just takes a second to physically peak at your iPhone to see what's up. Really, you just lost track of what you were thinking about, have to start all over, and whatever was just posted will likely occupy your thoughts for several minutes. Then you forget an ingredient in the Hors D'oeuvre, and ultimately the lodge disappointed an entire group because the Smoked Salmon/Artichoke Dip doesn't have Smoked Salmon in it. Perhaps this example is an exaggeration....it doesn't matter. You have ample free time to keep in touch with the rest of the world and attend to personal issues. *Please* don't keep peaking at your phone/tablet/computer during working hours.

- Punctuality. Please bring a reliable alarm clock and/or mobile time piece (like a watch) be prepared to arrive on time, alert and ready to go. That means dressed, clean, and caffeinated. Please don't stumble through our door one minute before you're supposed to help us prepare a gourmet meal for 15 guests paying us \$60,000 to be here for the week and need 3 cups of coffee and half an hour of our time before you're productive. Next, we ask that you are able to monitor the time on your person (with something like a watch, iPod, etc) so you don't have to stop what you're doing and walk into the lodge to see what time it is. If you do not show up to work on time, your end of term bonus may be reduced, per your job description, and you will be asked to take the day off for the remainder of the day. This is important to Tiffany and Birch; and should be the one thing that is easy to do during your relationship with us. Part of your end of term bonus may be withheld, according to your job description, if you can't show up to work on time.
- Arrive to work ON TIME and ready to be productive. You will be penalized, per your job description, if you're not able to show up to work on time. Bring as many alarm clocks as you need to wake yourself up in time to get up, ready, and to work ready to perform as expected. If you have a hard time getting up in the morning, don't stay up so late.
- Slacking and/or soaking the clock, including texting/FaceBooking/YouTubing etc during working hours. Any of your responsibilities that you don't complete are automatically absorbed by the rest of the team. We will not let them go unfinished or undone to our expectations. The 'top shelf' experience we provide must be maintained and Birch, Tiffany and the rest of the team will not appreciate anything less than excellence from each other. If you find yourself caught up with nothing to do, consult with a manager or a list. If you're done early, and nothing else needs to be done, you will still get paid your full day's worth of work; so take advantage of that. Be efficient and work smart.
- Overtime. We have allocated a sufficient amount of time to each job description and pay a weekly rate. If you complete your tasks within or in less than the amount of time given, you will still be paid that weekly rate. However, according to state labor laws, we must pay you overtime if you aren't done on time. We are not budgeted to pay overtime, and do not expect to do so. Please bring strong time management skills and work ethics to this position.
- Drugs, tobacco, alcohol. Illegal drugs shall not be used on our property or at any time during our employment of you. Serving or consuming alcohol to or by a minor is also illegal and not acceptable. Any employee who crosses that line will be released from our employment immediately. Tobacco and Cannabis (we are a non smoking property) and drunkenness are also strongly discouraged.
- Please clean up after yourself! While it is important to keep your living area tidy, please also don't leave dirty lunch dishes for the kitchen team after you make yourself lunch, please don't drink a few swallows out of a Coke and set it down for someone

else to pour out and discard. In other words, please don't make a mess of our property and create more work for other team members.

Dress Code and Appearance:

Our dress code is casual. The atmosphere we wish to present to our guests is that of 'professional relaxation.' Jeans, sweat shirt or the like are fine, though you may dress more formally if you prefer. Sweat pants, skimpy tops, and *any* dirty laundry is strongly discouraged. After the guests leave for the day's activities you are welcome to work in whatever you feel is most comfortable, but we please ask you to dress in something like jeans and a sweatshirt while guests are on the property.

In some cases, guides won't have time to change from the recommended synthetics worn in the field after breakfast; in this case it is okay to come to breakfast wearing the day's gear.

Lodge Rules:

We have a few basic lodge rules that include our family, team, and guests... essentially everyone visiting our home.

Please, no outdoor shoes on in the lodge. This is, among other things, our home, a restaurant, and a commercial kitchen. Whether your outdoor shoes/boots are 'clean' or not, please take them off in the sunroom or pantry (or before entering either). You are most welcome to bring a pair of slippers or indoor shoes to wear inside if you prefer, especially if your job description places you inside working regularly. That being said, please don't wear your **indoor shoes outside**...

No lodge dishes outside of the lodge, please. Our lodge mugs and dinnerware are handcrafted by a local potter in Kodiak and are a significant investment. We ask our team and clientele to please use plastic or paper cups for coffee when they depart the lodge; please offer a paper or plastic cup or paper/plastic dinnerware to clientele if they would like to bring a cup of coffee up to their cabin etc. If team members would rather dine outside we are happy to offer paper plates.

This is a non smoking property. If you smoke we please ask that you smoke on one of our beaches; the same goes for our guests.

Sick and Emergency Leave:

If you are sick or injured and unable to perform your daily duties as assigned for more than three days, you will need to get to Kodiak for treatment. You will be responsible for transportation costs to and from Raspberry Island and Kodiak, including hotel/meals/taxi, just as you would be in the 'real world.' Sick days are unpaid, and sick team members are expected to spend their time resting and recovering. You are also expected to eat in the staff cabin/away from the lodge so your illness does not spread to our guests. If you are too sick to work please communicate with the Lodge Manager, via email, before 5 am so we can plan the day accordingly. Someone will need to take

over your responsibilities for the day. If you check in as sick, and cannot work in the morning, we will request you take the entire day off to let your body heal.

Please bring your own medication; for example, any prescriptions, antibiotics if you are prone to strep, Benadryl for allergies, or Motrin for aches and pains, band-aids, Neosporin, hand lotion, etc.

Because our season is so short, if illness or injury prevents your prompt return as a productive member of our team, we will have to terminate your employment and look for a replacement to fill your role.

If you need to depart Raspberry Island for an emergency you are welcome to do so. You will be asked to provide your own transportation back to Kodiak if we don't have any existing transportation already scheduled. We will plan your return back to the lodge based on the circumstance and time away required.

As we've already mentioned, we have a very small lodge team and your absence will further burden the rest of the members *"...this position represents an integral member of a tightly woven team..."*

Termination/Resignation:

In the unfortunate event you quit or are released from employment with us, you will leave on the next available flight. The cost of transportation back to Kodiak will be deducted from your final pay check, which will be mailed to you within two weeks of your last day of work. We encourage open communication to prevent any problems leading up to a premature departure. Alaska is an "at will state," meaning you may quit or can be let go at any time.

Departing:

The day of departure is typically one of surprise and relief, surprise that the time went by so quickly, and relief to be done. Hopefully, it will be a sad day as well, saying goodbye to new friends, and a happy day, returning home to loved ones.

We will ask for your help towards the end of your term either helping train the new team arriving, or, if you are the 'second shift,' we'll ask for your help cleaning and storing gear for the winter, disassembling the kayaks, fish house, and boats and fishing equipment.

On your day of departure, we expect our team to leave our staff cabin as you found it, detailed and ready for our next team to arrive. Part of your end of term bonus is allocated as a security deposit, ensuring the cabin is clean upon your departure.

Your final pay will be mailed to the address of your preference after your departure from the lodge within two weeks of your last day of work.

Past Windfalls:

Every year we adjust and expand upon our preseason communication with prospective employees. Working and living on Raspberry Island is a big commitment, and we seek people who will enjoy and benefit from working with us. A harmonious relationship with our employees will lift a large amount of stress off of our shoulders and we hope your expectations are exceeded in how Raspberry Island can benefit you. However, we will be the first to admit that this position and lifestyle isn't for everyone! Here are some past issues that have affected staff negatively, including Birch and Tiffany as employees of Birch's parents. Please understand that we are in no way meaning to insinuate that you will be affected by *any* of the issues below, we're just offering them as past problems our team has individually or collectively gone through.

Probably the hardest part about working on Raspberry Island is the fact that you can't leave. While you are allocated time off, you simply can't hit MacDonal'd's or the mall, hop in your truck and run over to your buddies, spend a weekend at the lake with mom and dad, or flip on the TV and see what's happening on the news. You live on our property, with your co-workers. So, it's hard to escape from the 'job.' Ways to adjust to this lifestyle, however, are easy. Here are a handful of ideas:

- Make new friends, or better yet, encourage a qualified friend to apply for a job with us as well!
- Bring along a hobby. Perhaps you've always wanted to build a remote controlled airplane. We have an extensive shop full of tools, and very minimal air traffic. Just an idea.
- Go kayaking or hiking! Our guests travel from around the world to do just that. Yes, the weather may not be perfect during your time off, but that could be a great time to build that remote controlled airplane.
- Read a book, paint, relax, enjoy this beautiful place!
- Write a letter! You never know, someone may write you back.
- Watch a movie. We have a number of them, but bring your own! Or, if you're a gamer, bring a console and some games.

Next, it is tough not being able to maintain immediate contact with your partner, or, if you are single, not being able to 'mingle.' While it's true that magic can happen on Raspberry Island (Birch and Tiffany met as employees when Birch's parents owned the lodge), please don't hope we'll hire your future soul mate. Everyone handles this in their own way; please come up with your own plan before accepting this position if it's offered to you. E mails are not always the best way to maintain a relationship, and it has been our experience that your partner will likely assume you are choosing this job

over him or her. If you're immediate goal in life is to find a partner, odds would indicate that Raspberry Island probably isn't the best place to look.

Some of our employees get 'burned out' by the middle of the summer. Occasionally, one of them quits. Looking at the job description now, this handbook, our website, you may be imagining a beautiful, wonderful, and serene place offering an experience you've always wanted. However, by the middle of the summer all that is left is the job; washing dishes, cleaning toilets, mowing the lawn, baiting hooks, and getting reminded to put the salt and pepper on the table every day. Meanwhile, your friends keep e mailing you about the beer they're drinking at the lake last weekend and the hottie they met there. And, you are only half way through the season. This is where the opening sentence of this handbook comes into play: *"Successful employment here at Kodiak Raspberry Island Remote Lodge may best be described as a balance between the spectacular place we live and the fact that our employees are not here on vacation."* Please accept and prepare yourself for the mid summer doldrums through your time off and don't forget the feeling you are feeling now. Or, better yet, avoid them completely and remain active and plan on a summer of fun; meeting new people, finding new experiences, pushing an old hobby to a new level...it's up to you.

Please clean up your living space upon departure! We expect it will be detailed and ready for the next team to arrive! After a term of helping us on Raspberry Island, it shouldn't be hard to figure out how we would like it 'returned' to us.

In some ways this Employee Handbook is a response to issues we've had as a team in the past. Preemptive communication, we feel, is very important to this job, lifestyle, and location. We realize that most of our applicants have never been in an environment like this before, and we want to make sure that this is the right position for you, and you are the right person for us. We hope, after reading this Employee Handbook and Job Description, you have more questions for us. Please e mail us your thoughts.

Sincerely,

Birch and Tiffany Robbins
Kodiak Raspberry Island Remote Lodge
www.KodiakAlaskaLodge.com
vacation@raspberrylsland.com